



Jessica Aquino Rodriguez

Professional Summary

Adaptable, creative, and resourceful, with a keen ability to observe and understand the motivations of others. Recognized for insightful thinking, excellent listening skills, and a big-picture perspective that allows for the anticipation of future trends and potential challenges. A purpose-driven individual who focuses on serving and developing others while striving to make a positive impact in the community.

Core Competencies

- Program Development and Implementation
- Operational Process Optimization
- Team Development
- Change Management
- Client Relationship Management
- Mediation & Restorative Practices

Education

- Master of Business Administration (MBA), Concordia University, Chicago IL. In pursuit of completion; anticipated 2026
- Bachelor's Degree in Business Administration Robert Morris University, Chicago IL. 1996

Professional & Community Service

Operations Manager

2022-Present

Berwyn Township, Berwyn IL

Responsible for overseeing the day-to-day operations of the office, ensuring efficient workflow, effective resource management, implementing process improvements, and maintaining compliance with local regulations, all while prioritizing citizen service and achieving organizational goals. Key responsibilities include staff supervision, budget management, program development, project oversight, and continuous quality control measures to optimize service delivery within the local government structure.

Hospital Development, Donor Family Support

2007-2022

Gift of Hope Organ & Tissue Donor Network, Itasca IL

Served as a liaison between hospitals and the organ procurement organization (OPO) at Level 1, 2, and 3 trauma centers to enhance the donation process. My goal was to ensure a positive experience for potential donor families while improving organ and tissue donation outcomes.

Built strong relationships with hospital leadership, educated nursing staff and medical residents, approached or facilitated communication with potential donor families, and implemented strategies to increase donation rates. My key responsibilities included conducting monthly medical record audits, performing data analysis and reporting, developing training programs, and initiating quality improvement projects to identify areas for collaboration within the hospital setting. Designed and managed community projects to promote organ and tissue donation.

Notable Community Projects:

- Give Hope – Give Life Public Art Mural at Humboldt Park Health, Chicago (formerly Norwegian American Hospital) (Project Manager, 2018)
- Hope & Life for Everyone Public Art Mural at Loretto Hospital, Chicago (Project Manager, 2019)
- Illinois Transplant Fund “Main Event” Fundraiser (Project and Creative Lead, 2020)

Board President, Director & Volunteer

2019-2023

Berwyn Public Art Initiative, Berwyn IL

- Berwyn's First Dia de los Muertos Parade (Project Lead, 2019)
- Dia de los Muertos Ofrenda Murals (Project Lead, 2020)
- Dia de los Muertos in Berwyn (Project Lead, 2021)
- Black Lives Matter Public Art Mural & Community Listening Sessions (Project Lead, 2021)
- 101 Portraits of Berwyn (Closing Reception Co-Lead, 2022)

Board Member & Volunteer

2019-2021

Berwyn Historical Society, Berwyn IL

- Berwyn Bungalow Tour (Volunteer, 2015, 2016 & 2017)
- Berwyn Garden Tour (Fundraiser & Creative Lead, 2021)

Founding Member & Artistic Activist

2017-2018

Berwyn Community in Action, Berwyn IL

- Berwyn Welcoming City Ordinance (Creative Lead, 2017)
- Berwyn Minimum Wage Increase (Creative Lead, 2018)